

Good Urban Governance in Dealing with the Impact of Urbanization in Makassar City

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Abstract

The views of governance efforts, the level of satisfaction with urban services, and the efficacy of methods to manage urbanization concerns are all aspects of the urban governance environment that this study focuses on in Makassar City. The research, which is based on a quantitative survey of locals, sheds light on the intricate relationship between citizens' level of knowledge, contentment, and the success of their strategies. There is a range of knowledge about urban government projects among inhabitants, as the results show. While there is a lot of talk about things like waste management and public involvement, there is potential to learn more about things like critical infrastructure and traffic control. To close this information gap and encourage citizen participation in decision-making, effective communication tactics are essential. The pattern of people's degrees of happiness with city services is rather variable. In contrast to the generally high satisfaction with water supply services, which indicates progress in important areas, the relatively poor happiness with waste management services, which calls for an increased emphasis on service quality across sectors, indicates the need for such an intensified focus. The research highlights the need of regularly evaluating and bettering service delivery methods. When evaluating the success of several strategies, the city's concentration on well-planned urban infrastructure stands out as crucial to good administration. However, there is a lack of consensus about the effectiveness of current methods to community involvement and environmental protection.

Keywords: *Urban Governance, Urbanization, Makassar City*

Introduction

Global urbanization has far-reaching implications for societies' social, economic, and ecological systems (Gavonell et al., 2021; Chen et al., 2019). Rapid urbanization creates a wide range of problems for cities as they expand and modernize (Ndiaye et al., 2020). Strain on infrastructure, provision of basic services, environmental deterioration, and socioeconomic inequities are only a few of these concerns (Rondinelli, 1986; Nguyen et al., 2023; Seamster & Purifoy, 2021). This study examines Makassar City in Indonesia within the larger framework of urbanization and its many effects there. In particular, the research analyzes how effective urban governance may lessen the negative impacts of urbanization and improve a city's capacity to withstand and adapt to change.

More over half of the world's population now resides in urban areas (Wang, 2020), a figure that has increased dramatically over the previous several decades. This shift is more

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noticeable in developing nations, where cities often face the difficulties of poor infrastructure, limited services, and degraded environmental quality (Leal et al., 2019). Makassar City, on the island of Sulawesi in Indonesia, is an interesting case study because of its remarkable urbanization trajectory and the challenges it confronts.

Because of its growing urbanization, Makassar City now has a larger population and higher expectations for its public services. Makassar, long a center of commerce and travel, has recently become a popular destination for those leaving their home countries in search of improved job prospects. Changes in land use, housing patterns, and urban sprawl have resulted from this inflow (Hamad, 2020). Because of this, urbanization in Makassar has created difficulties with things like the cost of living, the flow of traffic, the disposal of trash, and the availability of essentials like clean water and sanitary facilities.

The city of Makassar has seen the effects of urbanization on several fronts. First, because of the strain on cities, slums have sprung up without the necessary services, adding to the already-existing problems of inequality and exclusion (Harusi, 2020). Second, traffic and air pollution have worsened as a result of the rising number of cars on the road, posing threats to human and environmental health (Musah, 2020). Third, the ineffective waste management system fails to keep up with the increasing amounts of trash, which exacerbates environmental deterioration and health risks (Tushar, 2023) [Emphasis added].

Addressing these issues and reaping the advantages of urbanization are both greatly aided by effective urban government (Seddon, 2022). Effective decision-making, openness in operations, responsibility for results, and stakeholder involvement are hallmarks of good urban governance (Page et al, 2015; Abas, 2019). A city with strong leadership can better mitigate the negative effects of urbanization on its citizens, foster sustainable growth, and raise living standards.

Good urban government is essential for the success of any city, yet it is easier said than done in many places, including Makassar (McGuirk, 2021). Significant difficulties arise from the interaction of competing interests, few resources, and institutional diversity. The purpose of this study is to investigate the extent to which Makassar City, Indonesia, is using the principles of good urban governance in order to mitigate the negative effects of urbanization. The research's goal is to fill in the blanks, celebrate the victories, and find the places where the city might use some improvement in its municipal governing processes. This research has the potential to influence policy choices and urban planning initiatives, not only for Makassar but for other rapidly urbanizing cities in Indonesia and abroad.

Methods

This study used a quantitative approach to collect empirical data from Makassar City inhabitants in order to gauge their views on urban government and the efficiency with which it addresses the effects of urbanization. The study used a survey questionnaire to collect data from a statistically valid cross-section of the population. To get an accurate cross-section of Makassar City's people, researchers employed a stratified random sampling method. Central commercial centre, peri-urban districts, and informal settlements are all separate sections of the city. The number of respondents chosen at random inside each stratum was proportional to that stratum's size.

The data gathering process took place over the course of three weeks. Trained enumerators conducted in-person interviews with respondents to collect data for the survey. The survey items were a Likert scale. Previous studies on urban governance, urbanization difficulties, and public opinions on urban services informed the development of the questionnaire. Questions focused on how well respondents understood urban governance efforts, how content they were with urban services, and how they felt about the success of governance methods.

As soon as we had finished collecting data, we put the results into a statistical tool to analyze. We calculated descriptive statistics like percentages, averages, and standard deviations to describe the data collected in the survey. This made it possible to look for commonalities and differences in how people interpreted the survey.

Results and Discussion

Table 1. Respondents' Awareness of Urban Governance Initiatives

Urban Governance Initiatives	Aware (%)	Not Aware (%)
Citizen Participation Forums	78.5	21.5
Urban Infrastructure Plans	64.2	35.8
Waste Management Programs	89.0	11.0
Traffic Control Measures	72.8	27.2

You can see how well informed respondents were about different urban government projects in Makassar City in Table 1. The percentages represent the share of respondents who were aware of each initiative as opposed to those who were unaware. Examples include Citizen Participation Forums, of which 78.5% of respondents were aware while 21.5% were not. The table shows how familiar people are with various efforts in the name of good governance.

Table 2. Satisfaction with Urban Services

Urban Services	Very Satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Very Dissatisfied (%)
Water Supply	45.0	38.2	11.5	4.8	0.5
Waste Management	28.5	48.0	17.3	5.5	0.7
Public Transportation	35.8	41.2	18.0	4.5	0.5
Health Services	49.7	36.0	10.5	3.5	0.3

In Table 2, you can see how happy people in Makassar City are with various municipal services. There were 45.0% of respondents indicating extreme happiness with water delivery and 4.8% indicating extreme displeasure with the same service. The table reveals how respondents rated the quality of municipal services.

Table 3. Effectiveness of Governance Strategies in Addressing Urbanization Challenges

Governance Strategies	Very Effective (%)	Effective (%)	Neutral (%)	Ineffective (%)	Very Ineffective (%)
Infrastructure Development	36.2	46.5	14.8	2.2	0.3
Community Engagement	28.8	41.5	22.0	6.8	0.9
Environmental Protection	32.5	40.7	20.3	5.8	0.7
Traffic Management	26.5	43.2	23.5	6.5	0.3

You can see how people in Makassar City think different forms of government are helping with the city's urbanization problems in Table 3. Amounts in parentheses indicate the share of respondents who rated each tactic very effective, effective, neutral, or low effective. For instance, regarding the effectiveness of infrastructure development in dealing with

urbanization issues, 36.2% of respondents held such view, whereas 2.2% had the opposite one. Data shown in the table provide insight into how those polled estimate the effectiveness of various approaches to governance.

You may see the outcomes of the stated descriptive statistics analysis in these tables. They contribute to a well-structured assessment of how people in Makassar City see urban governance efforts, how satisfied they are with urban services, and how successful the city's governance policies are.

The quantitative analysis results offer a wealth of valuable insights pertaining to the perceptions of Makassar City residents regarding urban governance, satisfaction with urban services, and the efficacy of governance strategies in tackling the challenges posed by urbanization. Within the confines of this discourse, we embark upon a more profound exploration of the ramifications stemming from these discoveries, through the process of juxtaposing and differentiating them with antecedent investigations and extant scholarly works. Through this endeavor, we acquire a holistic comprehension of the present condition of urban governance in Makassar and its ramifications for the promotion of sustainable urban development.

The findings of the study reveal a spectrum of awareness levels among the residents of Makassar City pertaining to urban governance initiatives. The implementation of various initiatives, such as the Citizen Participation Forums and Waste Management Programs, has resulted in a commendable level of public awareness. Specifically, these initiatives have achieved a notable level of recognition, with 78.5% and 89.0% of the population being cognizant of them, respectively. The aforementioned findings indicate a deliberate and coordinated endeavor to effectively disseminate information and actively involve local inhabitants in these endeavors. The individual who underscored the significance of proficient communication in augmenting public consciousness of governance endeavors was none other than the luminary in question.

Nevertheless, there exists ample scope for enhancement in the dissemination of knowledge pertaining to Urban Infrastructure Plans and Traffic Control Measures. Astonishingly, a significant proportion of respondents, precisely 35.8% and 27.2% respectively, expressed their lack of awareness regarding these commendable endeavors. The aforementioned statement underscores the imperative for the implementation of proactive and focused communication strategies in order to effectively disseminate information to residents regarding governance strategies pertaining to pivotal urban challenges.

The assessment of urban services satisfaction presents a nuanced panorama. The data collected from the respondents revealed a notable disparity in satisfaction levels between water supply and waste management. A significant majority of individuals (83.2%) expressed a strong sense of contentment or utmost satisfaction with the water supply services provided. Conversely, the satisfaction levels pertaining to waste management were relatively lower, with 76.5% of respondents indicating their satisfaction or high satisfaction with this aspect. The present study corroborates the assertions made by previous scholars who have underscored the significance of waste management as a pivotal urban service that significantly impacts the overall well-being and satisfaction of residents.

Surprisingly, the realm of public transportation has managed to amass a commendable degree of contentment, with approximately 76.2% of individuals expressing their satisfaction or utmost satisfaction. This is particularly intriguing considering the pivotal role that public transportation plays in combatting the pressing issues of traffic congestion and environmental degradation caused by air pollution. This observation highlights a possible disparity between the contentment of residents and the efficacy of public transportation systems, thus necessitating a deeper inquiry into the various factors that shape this perception.

The efficacy of governance strategies in tackling the challenges posed by urbanization has evoked a diverse range of responses. The survey results indicate that a significant majority of respondents (82.7%) consider infrastructure development to be a highly effective strategy. This finding aligns with the views of experts who have emphasized the crucial importance of well-designed infrastructure in fostering sustainable urban development.

The efficacy of community engagement was found to be relatively diminished, as it garnered a lower rating of effectiveness at 70.3%, indicating a moderate level of effectiveness or very effectiveness. This observation brings to light a notable disparity between the intentions of governing bodies and the perceptions held by residents, underscoring the significance of bolstering participatory mechanisms. On the contrary, it is imperative to underscore the necessity of implementing resilient community engagement strategies in order to ascertain the efficacy of urban governance.

The preservation of the environment, a matter of utmost importance in light of the trials posed by urbanization, has garnered a varied range of perspectives, with 73.2% of individuals perceiving it as effective or highly effective. The attribution of this phenomenon can be ascribed to the intricate and multifarious nature of environmental challenges, necessitating the adoption of comprehensive and diverse methodologies. The divergence in perspectives highlights the criticality of implementing customized governance strategies to effectively tackle various dimensions of sustainability.

Upon conducting a comparative analysis of the current findings with existing research, a discernible pattern of both similarities and disparities comes to light. The heightened consciousness surrounding waste management initiatives is in perfect harmony with the recognition of waste management as a prominent urban predicament in numerous contexts. In a parallel vein, the obstacles encountered in achieving optimal community engagement efficacy reverberate with the astute observations made by scholars, who have shed light on the intricate nature of community involvement in governance mechanisms.

In stark contrast, the discernibly elevated levels of satisfaction pertaining to water supply services serve to underscore the formidable obstacles encountered in the endeavor to furnish sufficient water services within swiftly urbanizing regions. The observed discrepancy may potentially signify commendable advancements undertaken by municipal authorities in enhancing the provision of water resources.

The results of this study highlight the significance of employing proactive communication and targeted engagement strategies in order to increase awareness and promote active involvement of the community in governance initiatives. Furthermore, the multifaceted perspectives regarding the level of service satisfaction and the efficacy of governance strategies underscore the imperative for ongoing evaluation and adjustment of policies. Future investigations may explore the intricate determinants that underlie the perceptions of residents, while also scrutinizing the potential impact of demographic and socio-economic variables on these perceptions.

In summary, this discourse exemplifies the invaluable insights garnered through the quantitative examination of residents' perspectives on urban governance in the city of Makassar. By juxtaposing the present findings with prior research, we can situate the outcomes within the wider framework of urban governance and its ramifications on the complexities of urbanization. The findings highlight the critical significance of proficient communication, active community involvement, and customized governance approaches in guaranteeing the long-term viability of urban development in Makassar and other similar contexts.

Conclusions

The findings of the study unveiled a myriad of awareness levels exhibited by the residents in relation to urban governance initiatives. Although there were notable instances of commendable awareness regarding waste management and citizen participation initiatives, it is imperative to further augment the understanding and knowledge surrounding crucial infrastructure and traffic control measures. The aforementioned findings underscore the significance of employing efficient communication and engagement strategies in order to guarantee that residents are well-informed and actively involved in governance processes. The investigation into the realm of urban governance within the confines of Makassar City has unveiled a myriad of obstacles and prospects pertaining to the pursuit of sustainable urban development. By examining the perspectives of local inhabitants, this study highlights the significance of proficient communication, active involvement of the community, and customized approaches to governance. By taking into consideration these various dimensions, the city of Makassar can strive towards attaining a future urban landscape that is both inclusive and resilient. This entails harnessing the advantages of urbanization while simultaneously mitigating the associated challenges.

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